

## Using Help Desk (Eduphoria)

### Why?

What is Eduphoria anyway? And why should I use Help Desk?

*You probably know* Eduphoria from PDAS. This can be a powerful tool to help keep our district flowing smoothly. If you have not looked at Eduphoria you need to take some time to explore the other areas. If you would like more training on Eduphoria contact your favorite campus 'Lion Geek' or log into Helpdesk and request a Training session. Helpdesk is another part of Eduphoria.

*When you submit* a request several things happen:

- 1) A "Paper" trail is created. This allows a record of your computers' issues. So if the issue continues there is proof of why you need a newer computer.
- 2) The work order will go to the Technology Specialist that works your campus most. Sometimes though, that Tech is busy so be sure to include as much detail as possible in the work order.
- 3) There is a system in place so that work orders are checked on, so the work order doesn't sit open with nothing being done. *This process is not available for emails!*
- 4) The work order is also viewable by the Director. He does check the work orders, often.

### Logging In

1. Go to [www.livingstonisd.com](http://www.livingstonisd.com)
2. Choose **Staff** → **Employee Quick Links**.
3. Click the **Eduphoria** link.
4. Choose **helpdesk**.
5. Login with the same login and password you use to log into the computer each morning.

eduphoria!  
myapplications

**aware**  
View student test data and perform district benchmarks

**facilities&events**  
Manage inventory, reservations, and public calendars

**forethought**  
District wide curriculum management and lesson planner.

**formspace**  
Create and submit online forms.

**helpdesk**  
Request support and manage all of your requests.

**pdas 2012**  
Texas Professional Development and Appraisal System.

**workshop**  
Professional development course registration and portfolio.

Log Off | My Profile

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## Selecting a Problem Type

1. Click on your problem type. (My Computer, Printer, Projector/Smartboard, etc.)

**What are you having problems with?**

Select the type of request you need to submit from the list below.

**Technology**

 <b>My Computer</b> Something is wrong with my computer!	 <b>Software</b> I need help with software on my computer!
 <b>Printer</b> I have a problem with my printer	 <b>Filter Requests</b> There is a website that needs your attention!
 <b>Projector/Smartboard</b> There is a problem with my Projector/Smartboard!	 <b>Training</b> I would like someone to teach me how to....
 <b>Things attached to my computer</b> There are problems with something attached to my computer!	

2. Some areas will have a sub-screen. Click on the area that best describes the item with which you are having problems.

**What type of Computer Issues?**

Select the item from the list below that you are having problems with.

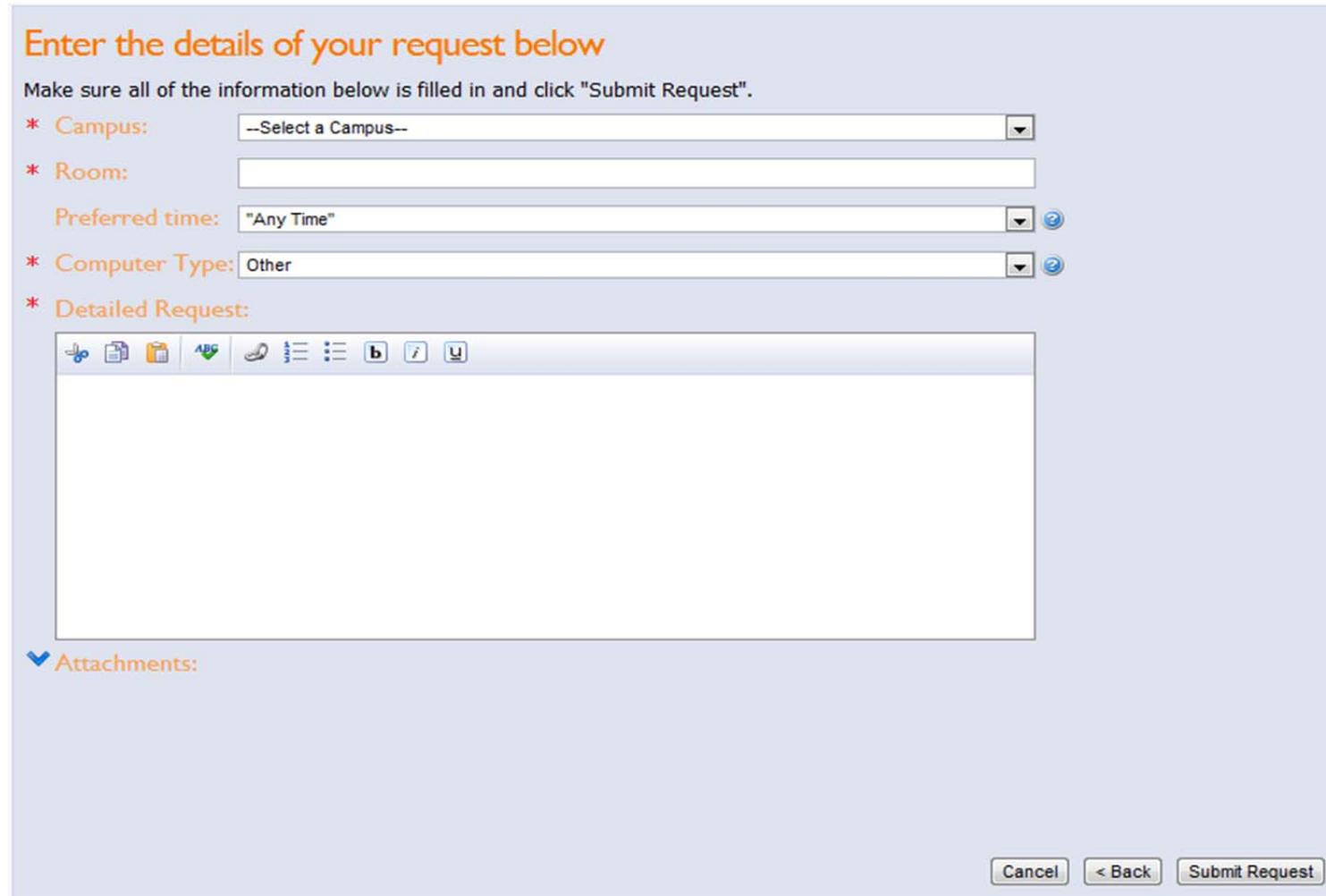
 <b>Keyboard</b>	 <b>Monitor</b>
 <b>Mouse</b>	 <b>Something Else</b>
 <b>Speakers</b>	 <b>Tower</b>

## Entering Your Request

1. Campus: Add the campus or location where you are having the issue.
2. Room: Add the room number. If you are unsure of the room number, be as descriptive as possible (example: closet next to restroom.)
3. Preferred Time: If any time is okay for the Tech to come do nothing here. The Drop down menu has the day broken up by hour starting at 7 am down to 4 pm; choose the time closest to your conference time or the best time for the Tech to come to your room.
4. Computer Type: is this a Teacher or Student computer?
5. Detailed Request: Include information such as error messages, software you are having trouble with, how often the error occurs, has this happened before, Computer name if known, etc. You can NOT be too wordy here. The more you say the better we will be able to help you.
6. Attachments: Attachments might include a screen shot of an error message or a document that you need help with.

***[Screen Shot: Hold the 'Ctrl' button & Push 'Prt Scr' button. Open PAINT program and paste in the Screen Shot. Save the document, click attach in Eduphoria to add it to the work order]***

7. Click Submit Request (bottom right side of screen.)



The screenshot shows a web form titled "Enter the details of your request below" in orange text. Below the title is a blue instruction: "Make sure all of the information below is filled in and click 'Submit Request'". The form contains several fields:

- \* Campus:** A dropdown menu with "--Select a Campus--" selected.
- \* Room:** An empty text input field.
- Preferred time:** A dropdown menu with "Any Time" selected, accompanied by a blue help icon.
- \* Computer Type:** A dropdown menu with "Other" selected, accompanied by a blue help icon.
- \* Detailed Request:** A large text area with a rich text editor toolbar at the top. The toolbar includes icons for undo, redo, bold, italic, underline, bulleted list, numbered list, link, unlink, and text color.
- Attachments:** A section with a blue downward-pointing chevron icon and the label "Attachments:".

At the bottom right of the form, there are three buttons: "Cancel", "< Back", and "Submit Request".

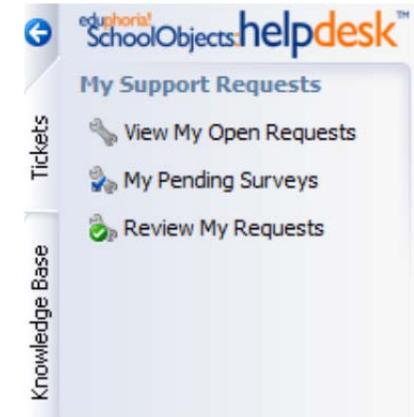
## Reviewing Requests

On the left menu, you can View My Open Requests, My Pending Surveys, or Review My Requests.

1. View My Open Requests: a list of all open requests in order from oldest to newest. You can click on any request in the list to view the specific details and update that request
2. My Pending Surveys: random tickets are assigned a survey to ensure customer satisfaction. You will find surveys that have not been completed in the My Pending Surveys tab. If your closed ticket has a survey, you will see a tab labeled "Survey".
3. Review My Requests: You can see the details of closed requests here.

## Editing a Request

1. Adding additional requestors: Click the + sign next to your name and type in first & last name or search for additional names you wish to add.
2. Add Note: You can add a note to the assigned technician, and the technician can respond to your note. Any notes or updates, by you or the Tech, to your work order will be included in the closed work order.
3. Attachments: You can add an attachment after the request has been assigned.
4. Delete: You can request that the ticket be deleted.
5. Email Ticket: You can forward the ticket by clicking Email Ticket. You can also email the assigned technician by clicking on the linked name (Assigned to:)

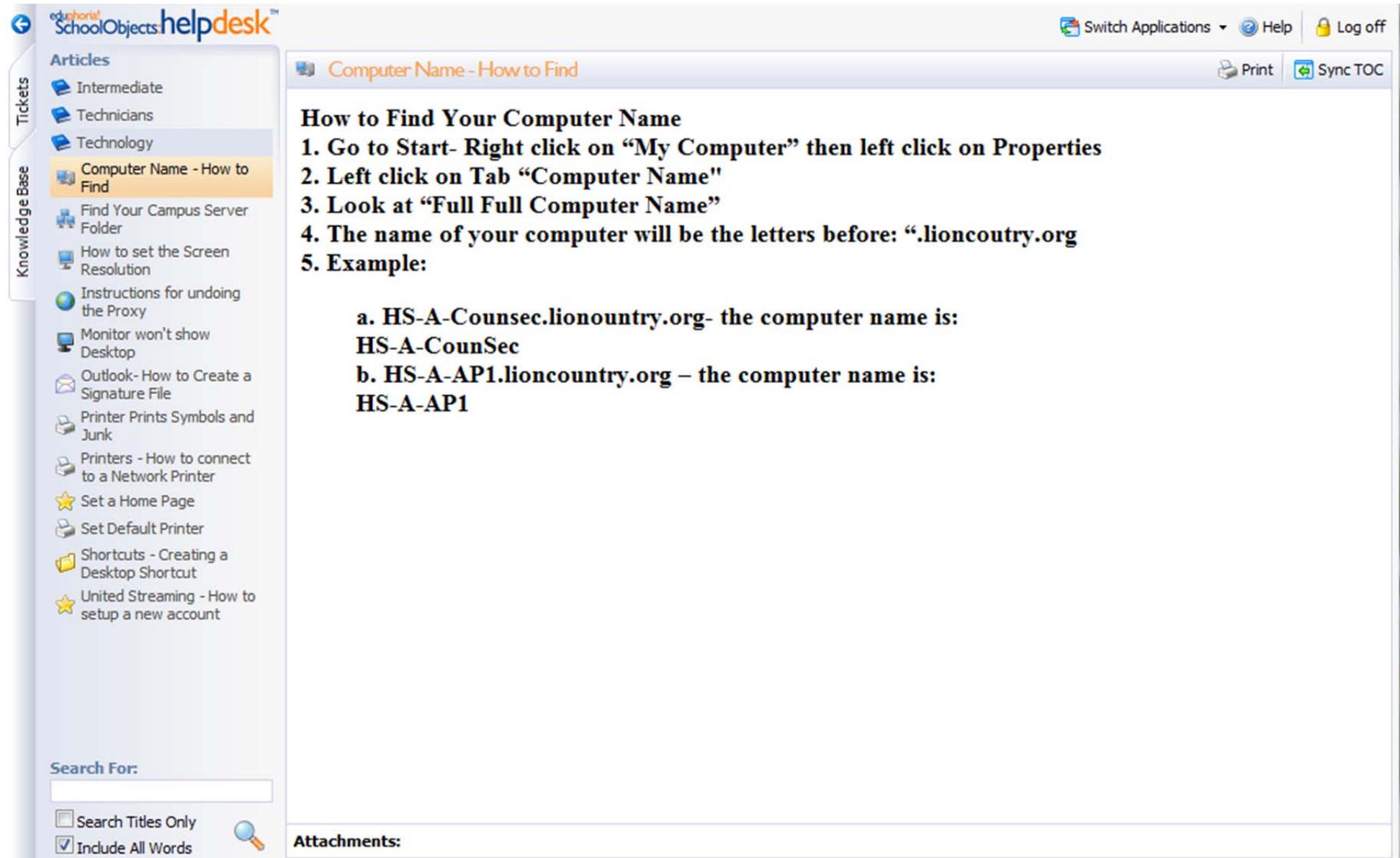


A screenshot of a request details page in the helpdesk system. At the top, there are icons for 'Add Note', 'Delete', 'Print', and 'Email Ticket'. Below these is a section for request details. On the left, there is a laptop icon labeled 'Laptop'. The details include: 'From: Jackson, Karen +', 'Request ID: 210', 'Assigned To: Nichols, Thomas', 'Room: 41', and 'Phone No: 7865'. On the right, there is a timestamp '8/3/2011 9:25 PM', 'Due: Not Set', 'Priority: Normal', 'State: Open', and 'Campus: Bonham Middle School'. Below the details are two tabs: 'Details' and 'Statistics'. The main content area shows three request entries. The first is 'Request Details' with a timestamp of '8/3/2011 9:25 PM' and the text 'Please help me set up MicroType for the Computer Basics Class.' The second is 'Note by Nichols, Thomas' with a timestamp of '8/3/2011 9:26 PM' and the text 'I need to check with the company for updates. I'll call you when I hear back from them.' The third is 'Note by Jackson, Karen' with a timestamp of '8/3/2011 9:27 PM' and the text 'I won't be available on Friday, Aug. 6th or Monday, Aug. 9th.'

## Knowledge Base

Click on the Knowledge Base tab on the far left to find answers to commonly asked questions.

1. Click on the topic you wish to explore.
2. Click to view the help document that has been attached.
3. Click Print Article for Knowledge Base items that aren't attachments, but are displayed in the large white center area.



The screenshot shows the 'School Objects helpdesk' interface. On the left, a 'Knowledge Base' sidebar lists various articles, with 'Computer Name - How to Find' selected. The main content area displays the article title and a numbered list of steps to find a computer name. The steps are: 1. Go to Start- Right click on "My Computer" then left click on Properties; 2. Left click on Tab "Computer Name"; 3. Look at "Full Full Computer Name"; 4. The name of your computer will be the letters before: ".lioncountry.org"; 5. Example: a. HS-A-Counsec.lioncountry.org- the computer name is: HS-A-CounSec; b. HS-A-AP1.lioncountry.org – the computer name is: HS-A-AP1. At the bottom, there is a search bar and an 'Attachments:' section.

eduhoriz! School Objects helpdesk™

Switch Applications Help Log off

Articles

Tickets

Intermediate

Technicians

Technology

Computer Name - How to Find

Find Your Campus Server Folder

How to set the Screen Resolution

Instructions for undoing the Proxy

Monitor won't show Desktop

Outlook- How to Create a Signature File

Printer Prints Symbols and Junk

Printers - How to connect to a Network Printer

Set a Home Page

Set Default Printer

Shortcuts - Creating a Desktop Shortcut

United Streaming - How to setup a new account

Search For:

Search Titles Only

Include All Words

Computer Name - How to Find

Print Sync TOC

### How to Find Your Computer Name

1. Go to Start- Right click on "My Computer" then left click on Properties
2. Left click on Tab "Computer Name"
3. Look at "Full Full Computer Name"
4. The name of your computer will be the letters before: ".lioncountry.org"
5. Example:
  - a. HS-A-Counsec.lioncountry.org- the computer name is:  
HS-A-CounSec
  - b. HS-A-AP1.lioncountry.org – the computer name is:  
HS-A-AP1

Attachments: